Volunteers

ELDERLY RESIDENTS IN ONTARIO

86-02347/

ELDERLY RESIDENTS IN ONTARIO:
THEIR PARTICIPATION AS VOLUNTEERS
AND THEIR INTEREST IN VOLUNTEERISM

Minister for Senior Citizens Affairs
Seniors Secretariat
September, 1985

ACKNOWLEDGEMENTS

This report is part of a series on the USCO project. The study has involved a variety of individuals, groups and government departments at many levels. The eclectic nature of the study necessitated a variety of resources and it is apparent that the study has benefitted from such support.

A special thank you to the United Senior Citizens of Ontario, specifically to their Research Task Force. They conceived the initial idea and provided assistance in the field co-ordination. Reg Screen and Joyce King (USCO past President and President respectively) must be singled out for their dedication and consistent and continuous support.

Thanks are due to New Horizons of Health and Welfare, Canada. They provided the USCO with the grant to fund the project. The Income Security Branch of Health and Welfare Canada, must also be remembered for the provision of the Old Age Security data base from which the sample was drawn.

One hundred and twelve volunteers were recruited to do the interviews. Many thanks to these individuals who contributed so generously of their time.

The project began under the direction of Anna Rose Spina in the former Program Development Branch of the Ontario Ministry of Health. Stephen Newroth served as the project co-ordinator to the completion of the fieldwork. Merle Anne Ridley was my co-worker during the fieldwork and the initial stages of analysis. She also assisted me with writing the papers on the methodology, income group differences and rural-urban differences.

Anne Madigan, formerly with the Ministry of Community and Social Services, co-ordinated the fieldwork in the rural areas.

I am very grateful to the Provincial Secretariat for Social Development for funding the analysis and report writing stages. Their support has been extremely significant. Particular thanks to the Inter-Ministry Steering Committee with whom I am working: John Nywening, (Chairperson) and David Kennedy, Seniors Secretariat; George Hough, Ministry of Municipal Affairs and Housing; Dorothy Singer, Ministry of Community and Social Services; Joan McCalla and John Thorpe, Ministry of Transportation and Communications; and Esta Wall, Ministry of Health.

My many thanks to Millie Oake for her careful typing of this manuscript.

Finally, this study could never have been accomplished without the co-operation of the 846 persons whom we interviewed. I only hope that this study sensitively and accurately represents their experience.

Arlene Hoffman, Ph.D.
Research Consultant

SUMMARY

The subject of this paper is the volunteer participation and the untapped potential for volunteering of the 846 persons interviewed for the USCO survey. The findings revealed that over one-quarter (27%) of the respondents had been doing volunteer work at the time of the interview. The largest proportion (33%) of volunteers resided in the rural areas. Volunteers were least likely to be found in Pentanguishene/Brockville (23%).

The persons most likely to participate in volunteer work were between the ages of 62 to 74, with monthly incomes exceeding $999, with thirteen or more years of education and of Jewish or British background. Men and women were equally engaged in volunteer activities.

Twenty-nine percent of the persons who did volunteer work stated that they would like to do more than they had already been doing. Fully 22% of the persons who were not doing volunteer work voiced an interest in becoming involved. A profile of the latter group reveals that they were most likely to reside in Toronto, to be between the ages of 62 to 74, to be divorced or separated, to be of Jewish background, and to have nine to twelve years of education. The proportion of men who expressed an interest in becoming involved as volunteers almost equalled the proportion of interested women.

The respondents were asked about the type of volunteer work they would be interested in doing for fellow seniors. More than one-half of the persons who reported interest in doing volunteer work stated they were willing to make telephone calls and/or do shopping. Forty percent or more of those interested in volunteering said they would be willing to assist with banking, reading, writing letters, transportation and/or going to social activities. Close to one-third (31%) said they would help out with fixing things around the house and/or preparing food.

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1. INTRODUCTION

This paper is part of a series on the findings of the United Senior Citizens of Ontario survey.[1] The principal objective of the survey was to systematically examine the living situation of persons 62 years of age and older who reside in the community and outside of institutional settings. In this survey a scientific random sample of 846 persons was interviewed from eight areas across the Province. The areas include five urban centres: Brockville, Penetanguishene, Sault Ste. Marie, Toronto and Windsor, and three rural communities: Athens, Bruce Mines and Cookstown.

The purpose of this paper is to explore the involvement and interest of the 846 respondents in volunteer activities. Central to this examination is a delineation of the characteristics of the persons who are involved in volunteer work and/or who are interested in becoming involved. A discussion is included on the type of activities the respondents are interested in doing.

Coupled with the focus of social policies on improved services and in light of growing economic constraints has been the interest of an increasing number of persons in both the private and public sectors on the potential of volunteers. Carter (1975) discussing the potential role of volunteers in the public sector, states:

> Social policies that have been developed at the municipal, provincial and federal levels reflect continuing concerns with providing improved services. The private agencies and the work of volunteers are seen as an important adjunct to the public sector although... the perceived roles are changing. Government departments now recognize that volunteers provide worthwhile services, and are expanding to encourage volunteer work in public agencies...such efforts are still in the beginning stages, but seem to reflect recognition by government that it cannot, by itself, achieve all it would like to by way of providing human services (pp. 2-3).

The potential role of volunteers is difficult to evaluate in view of the fact that information has not been systematically collected on volunteers or voluntary organizations. Carter maintains that "...in order to forecast the kinds and levels of support that might be needed for the future..." (p.3) a solid data base on volunteers is critical. This data base should contain

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[1] Refer to the Appendix for a list of other papers in USCO series.

information on persons who are presently volunteers and should provide a basis for documenting untapped potential. Carter suggests that the type of questions one should be able to answer in using this a data base would include:

> ...Who does not give but would if they were asked? What would they do or give?...If such a potential does exist, what are the characteristics of the groups in that pool? Are they to be found in one region of the country rather than another? And are there differences between rural and urban populations? (Carter, 1975, p.8).

This paper concentrates on the volunteer participation and the untapped potential for volunteering of one specific group of persons: those aged 65 and over. With the increasing interest in community-based services for seniors and the belief that seniors can play a significant role in helping each other, the role of this age group in the voluntary sector and its potential role are worthy of exploration.

2. THE PARTICIPATION AND INTEREST OF THE RESPONDENTS IN VOLUNTEER ACTIVITIES

At the time of the interview, slightly more than one-quarter (27%, n=228) of the respondents were participating in volunteer work. Across geographical areas, the proportion of persons who volunteered varied. Table 1 shows that the largest proportion of volunteers resided in the rural areas (33%, n=55) and the smallest proportion resided in Penetanguishene/Brockville (23%, n=34). Noteworthy is the eight percentage point difference between the proportion of respondents who were volunteers in the urban areas (25%, n=171) and the proportion of volunteers in the rural areas (33%,n=55).

Participation in volunteer activities differed significantly across age groups. The older respondents were less likely than the younger respondents to work as volunteers. Table 2 shows that volunteer work was done by (31%, n=153) of the persons aged 62 to 74 compared to sixteen percent (n=10) of the persons aged 85+.

No significant differences were found by sex with respect to volunteer work. Twenty-seven percent of both sexes participated.

The persons most likely to be volunteers had monthly incomes exceeding $999. The mean monthly income of volunteers was $800-999 compared to a mean monthly income of $600-799 for non-volunteers. Table 3 illustrates that volunteers comprised 36% (n=107) of persons whose monthly income exceeded $999 and 23% (n=50) of persons whose monthly income fell below $600.

Persons who did volunteer work had more years of formal education than persons who did not volunteer. Whereas, volunteers had a mean of nine to twelve years of formal education, non-volunteers had a mean of eight years or less. Volunteers comprised 44% (n=60) of the respondents who had thirteen or more years of education in comparison to nineteen percent (n=64) of persons who had eight years or less. (See Table 4).

Ethnic group differences were found in volunteer participation. Table 5 illustrates that the most frequent participants were the Jewish and British respondents. The respondents of French origin were least likely to participate.

More than one-quarter (29%, n=66) of the persons who did volunteer work said they would like to do more than they had already been doing. Twenty-two percent (n=135) of those who had not done volunteer work stated that they would like to become involved.

The respondents who had not done volunteer work, but who wanted to participate had a number of distinguishing characteristics. They were likely to be residents of Toronto (27%, n=51) and likely to be between the ages of 62 to 74. Interest in volunteerism was expressed by 28% (n=90) of the persons between the ages of 62 and 74 and thirteen percent (n=7) of those aged 85+.

The percentage of men (21%, n=52) who voiced an interest in becoming volunteers closely corresponded to the proportion of women (23%, n=79) who showed an interest. Divorced or separated (38%, n=9) respondents showed more of an interest in doing volunteer work than married persons (23%, n=71), widowed persons (23%, n=47) or single persons (18%, n=7).

A comparison across ethnic groups of the proportion of persons who wanted to become involved in volunteer work reveals that most interest was expressed by those of Jewish background (36%, n=4) followed by the French (29%, n=26), the Canadians (21%, n=6) the British (23%, n=72) and the other Europeans (14%, n=14).

It was reported previously that the respondents most likely to be engaged in volunteer work had monthly incomes exceeding $999. Noteworthy is the finding that no differences across income groups were found to distinguish those persons who wanted to become volunteers.

The persons who expressed interest in becoming volunteers were distinguished by their educational level. Table 6 shows that the largest proportion of persons to indicate an interest had nine to twelve years of education. In contrast, the persons most likely to be currently involved in volunteer work had thirteen or more years of formal schooling.

The respondents who were not currently involved in volunteer work but, who expressed an interest in becoming involved and those who stated that they wanted to do more volunteer work than they had already been doing were asked to indicate the reasons for not doing the volunteer work that they had wanted. Table 7 illustrates that the two most frequent reasons reported were health problems (34%, n=66) and being too busy (28%, n=56). Of significance was the finding that twelve percent (n=27) said they were not sure how to go about getting involved in volunteer work.

In order to get an understanding of the type of volunteer activities the respondents were interested in doing, the respondents were read a list of twelve activities and were asked to indicate if they would or would not be interested in helping fellow seniors with each of the activities. When asked in this manner, a total of 59% (n=485) of the respondents indicated an interest in assisting with at least one activity. Among the persons who were already working as volunteers or who had voiced an interest in becoming volunteers 75%, (n=266) indicated at least one activity of the twelve for which they would be interested. Almost one-half of these individuals (49%, n=139) said they would be interested in up to six activities. (See Table 8).

Table 9 shows the type of activities in attracting the interest of persons who were already volunteering or who were interested in becoming volunteers. Over one-half (55%, n=197) said they would be willing to make telephone calls and/or do shopping (51%, n=181). Between forty and fifty percent said they would be willing to help out with banking, reading, writing letters, transportation and/or going to social activities. Close to one-third (31%, n=108) indicated an interest in fixing things around the house and/or preparing food. The least popular activity was housework with only 20% (n=72) reporting an interest.

Of the 266 persons who expressed an interest in doing volunteer work and who said they would help out with one or more of these activities, the majority (73%, n=192) was between the ages of 62 and 74. Two percent (n=6) were aged 85 and over. Slightly over one-half (55%, n=143) were females. Contrary to the myth that volunteerism is primarily a "female activity", 45% (n=117) of the men showed an interest in being involved in these activities.

Most (59%, n=156) of the persons who indicated a willingness to do the type of volunteer work presented were married. Close to one-third (30%, n=79) were widowed and less than ten percent (6%, n=17) were single. The largest proportion of persons (65%, n=171) were of British origin; eleven percent (n=29) were French and twelve percent (n=31) were other Europeans.

Almost one-half (47%, n=120) of the persons willing to partake in these activities had monthly incomes exceeding $999. Close to one-fifth, (19%, n=49) however, had monthly incomes falling below $600.

Most (47%, n=120) of the interested persons had nine to twelve years of education. Twenty-four percent (n=61) had thirteen years or more and 29% (n=76) had less than nine years.

The expressed interest in volunteering differed across communities and ranged from a low of 25% (n=64) in Sault Ste. Marie/Windsor to a high of forty percent (n=68) in the rural communities (Cookstown, Athens, Bruce Mines). Approximately one-third of the respondents in Penetanguishene/Brockville (32%, n=47) and Toronto (33%, n=86) voiced interest.

3. CONCLUSION

This paper has concentrated on the participation and interest in volunteer work by the 846 older persons interviewed for the USCO survey. In Canada, very little research has focused on volunteers and volunteerism. The most extensive Canadian study on volunteers was conducted by Carter (1975) for the Canadian Council on Social Development. The study was carried out in five economic regions across Canada: the Atlantic Provinces, Quebec, Ontario, the Prairies and British Columbia. The sample consisted of persons fourteen years of age and over from the five regions for a total sample size of 1,200 persons. Seventy-eight percent of the sample was drawn from urban areas and 22% came from rural communities. As Carter's study is the most comprehensive examination of volunteers across Canada, the findings provide an interesting comparison with the findings in the USCO study.

Traditionally, Carter states that the volunteer has been pictured as a "bored middle-aged housewife, with time on her hands, lots of money and a zealous desire to do good". This depiction was not borne out in the Canada-wide survey. Among the fifty percent of the sample who were involved in volunteer work, forty-five percent were men. All ages were represented among the volunteers, a large number under the age of 25 (n=16%), and a substantial number over the age of

60 (15%). Contrary to popular myth, the volunteers did not come exclusively from middle class families; 48% had family incomes of less than $12,000 annually. Carter found few status differences (income, educational background) to distinguish the persons who did volunteer work. She reported that approximately sixteen percent of the persons who had not done volunteer work were planning to get involved.

The findings of the USCO study revealed that 27% of the respondents were involved in some sort of volunteer activity. This percentage was twelve percent higher than the percentage of volunteers within the same age group in the Canada-wide study. Of special interest in the USCO study is the finding that sixteen percent of the persons aged 85+ did volunteer work.

Like Carter's findings, the findings in the USCO study revealed the frequent involvement of men in volunteer activities. In the USCO study, women were not more involved in volunteer work than men: 27% of both sexes participated.

In contrast to Carter's findings that few socio-economic differences distinguished the persons who did volunteer work, in the USCO study significant differences by socio-economic grouping were found. Volunteers in the USCO study had a higher monthly income (mean income - $800-999) than persons who did not do volunteer work (mean income - $600-799). Volunteers in the USCO survey also had more years of formal education (mean - nine to twelve years) than non-volunteers (mean - eight or less).

The USCO study revealed the existence of an untapped potential of volunteers. Twenty-nine percent of those who were already volunteering wanted to do more than they had been doing and 22% of the persons who were not doing volunteer work wanted to become involved. The type of assistance these individuals expressed an interest in providing varied.

In one paper developed from the USCO survey, namely, Elderly Residents in Ontario: Social Contacts, Providers of Assistance and Requests for Additional Assistance the requests the respondents have for additional assistance are documented. In this paper documentation has been provided to indicate the quantity of untapped resources potentially available to assist older persons with these activities. What is now required are decisions as to whether, to what extent and/or how these untapped resources should be mobilized. Some of the questions that remain to be answered include:

1. What, if any, should be the role of volunteers in providing older persons with assistance in day to day activities?

2. If volunteers are considered appropriate for these activities, should the voluntary associations be within the public or private sectors?

3. What type of assistance to seniors can and/or should be relegated to volunteers?

4. What are the most appropriate methods for recruiting, training, recognizing and evaluating volunteers?

The results of this study provide strong evidence to suggest the interest of seniors in assisting fellow seniors with activities they find difficult to accomplish. What remains to be explored are the most appropriate means by which the goodwill and the talents of the persons who want to do volunteer work can be utilized.

TABLE 1: NUMBER AND PERCENTAGE OF RESPONDENTS WHO DID VOLUNTEER WORK BY GEOGRAPHICAL AREA

GEOGRAPHICAL AREA	RESPONDENTS WHO DID VOLUNTEER WORK	
	(N)	%
Cookstown/Athens/ Bruce Mines	(55)	33
S.S. Marie/Windsor	(70)	28
Toronto	(67)	26
Penetang/Brockville	(34)	23

TABLE 2: AGE GROUP OF RESPONDENTS BY WHETHER THEY DID VOLUNTEER WORK (NUMBER AND PERCENTAGE)

	AGE					
	62 - 74		75 - 84		85+	
	(N)	%	(N)	%	(N)	%
Did Volunteer Work	(153)	31	(62)	23	(10)	16
Did Not Do Volunteer Work	(335)	69	(209)	77	(53)	84
Total*	(488)	100	(271)	100	(63)	100

*14 Missing Observations

Chi Sq = 10.83 P < .01

TABLE 3: MONTHLY INCOME OF RESPONDENTS BY WHETHER THEY DID VOLUNTEER WORK (NUMBER AND PERCENTAGE)

	MONTHLY INCOME							
	$000 - $599		$600 - $799		$800 - $999		$1000+	
	(N)	%	(N)	%	(N)	%	(N)	%
Did Volunteer Work	(50)	23	(25)	22	(34)	24	(107)	36
Did Not Do Volunteer Work	(165)	77	(90)	78	(108)	76	(192)	64
Total*	(215)	100	(115)	100	(142)	100	(299)	100

*65 Missing Observations

Chi Sq. = 14.78 P $<$ .01

TABLE 4: RESPONDENTS' YEARS OF FORMAL EDUCATION BY WHETHER THEY DID VOLUNTEER WORK (NUMBER AND PERCENTAGE)

	YEARS OF FORMAL EDUCATION					
	0 - 8		9 - 12		13+	
	(N)	%	(N)	%	(N)	%
Did Volunteer Work	(64)	19	(98)	31	(60)	44
Did Not Do Volunteer Work	(282)	81	(221)	69	(78)	56
Total*	(346)	100	(319)	100	(138)	100

*33 Missing Observations

Chi Sq. = 33.28 $P < .01$

TABLE 5:

ETHNIC BACKGROUND OF RESPONDENTS
BY WHETHER THEY DID VOLUNTEER WORK
(NUMBER AND PERCENTAGE)

	ETHNIC BACKGROUND											
	Canadian		British		French		Jewish		Other European		Other	
	(N)	%	(N)	%	(N)	%	(N)	%	(N)	%	(N)	%
Did Volunteer Work	(9)	26	(143)	31	(18)	16	(5)	31	(34)	25	(16)	27
Did Not Do Volunteer Work	(26)	74	(318)	69	(94)	84	(11)	69	(103)	75	(43)	73
Total*	(35)	100	(461)	100	(112)	100	(16)	100	(137)	100	(59)	100

*16 Missing Observations

Chi Square = 10.88 $P < .05$

TABLE 6: RESPONDENTS' YEARS OF FORMAL EDUCATION BY THEIR INTEREST IN BECOMING INVOLVED IN VOLUNTEER WORK (NUMBER AND PERCENTAGE)

	NUMBER OF YEARS OF FORMAL EDUCATION					
	0 - 8		9 - 12		13+	
	(N)	%	(N)	%	(N)	%
Wanted to Become Involved in Volunteer Work	(48)	18	(67)	31	(17)	22
Did Not Want To Do Volunteer Work	(222)	82	(147)	69	(60)	78
Total*	(270)	100	(214)	100	(77)	100

*38 Missing Observations

Chi Square = 12.25 $P < .01$

TABLE 7: REASONS FOR NOT DOING VOLUNTEER WORK (NUMBER AND PERCENTAGE)

REASONS	(N)	%
Health Problems	(66)	34
Too Busy	(56)	28
Not Sure How To Go About It	(24)	12
No Transportation	(11)	6
Lazy	(10)	5
Family Health Problems	(6)	3
Too Old	(6)	3
Too Expensive	(4)	2
Other	(14)	7
TOTAL	(197)	100

TABLE 8:

NUMBER OF VOLUNTEER ACTIVITIES OF INTEREST TO RESPONDENTS WHO WERE ALREADY WORKING AS VOLUNTEERS OR WHO WERE INTERESTED IN VOLUNTEERING (NUMBER AND PERCENTAGE)

NUMBER OF ACTIVITIES	RESPONDENTS (N)	%
0	(90)	25
1 - 3	(58)	16
4 - 6	(81)	23
7 - 9	(86)	24
10 - 12	(41)	12
TOTAL*	(356)	100

*5 Missing Observations

TABLE 9:

INTEREST EXPRESSED IN DOING VARIOUS TYPES OF VOLUNTEER WORK BY PERSONS WHO WERE CURRENTLY DOING VOLUNTEER WORK OR WHO WERE INTERESTED IN VOLUNTEERING (NUMBER AND PERCENTAGE)

ACTIVITY	PERSONS WHO EXPRESSED INTEREST (N)	(%)
Making Telephone Calls	(197)	55
Shopping	(181)	51
Banking	(173)	49
Reading	(167)	47
Writing Letters	(153)	44
Transportation	(153)	44
Going to Social Activities	(144)	41
Taking Medication	(124)	35
Fixing Things Around House	(108)	31
Preparing Food	(108)	31
Yardwork	(82)	23
Housework	(72)	20

APPENDIX

OTHER PAPERS IN USCO SERIES

The data which was gathered in the USCO survey provides base line information on the living situation of senior citizens who are not living in institutions in the province of Ontario. The volume and comprehensiveness of the data demanded separate analysis to allow for clear and complete information regarding the association between variables. A series of papers resulted with each paper having a particular emphasis.

Within the series, seven papers are issue oriented:

1. Elderly Residents in Ontario: Their Health Status and Use of the Health Care System.
2. Elderly Residents in Ontario: Social Contacts, Providers of Assistance and Requests for Additional Assistance.
3. Elderly Residents in Ontario: Their Participation as Volunteers and Their Interest in Volunteerism.
4. Elderly Residents in Ontario: Their Use of Transportation.
5. Elderly Residents in Ontario: Their Potential and Actual Use of Community Services.
6. Elderly Residents in Ontario: Their Current Housing Situation and Their Interest in Various Housing Options.
7. Elderly Residents in Ontario: Their Participation in Leisure Activities and The Barriers to Their Participation.

Six papers provide profiles of subgroups within the population surveyed:

8. Elderly Residents in Ontario: The Experience of Those Who are Childless.
9. Elderly Residents in Ontario: Age Differences With Particular Focus on Persons Aged 85+.
10. Elderly Residents in Ontario: The Experiences of Those Who Are Frail.
11. Elderly Residents in Ontario: Differences By Marital Status With Particular Focus on Those Who Are Single.

12. Elderly Residents in Ontario: Income Group Differences.

13. Elderly Residents in Ontario: Rural-Urban Differences.

The series also includes:

14. Elderly Residents in Ontario: Study Methodology: a paper outlining the background of the study and the research methods employed.

15. Elderly Residents in Ontario: An Overview: a paper summarizing the findings and content of the other fourteen papers in the series.

The intention is that each of the fifteen papers in the series can be studied on its own but, also that the complete series will offer continuity and comprehensive information in an accessible form.

Additional copies of this report, and others in the series, are available in person from the Ontario Government Bookstore, 880 Bay Street, Toronto, Ontario;

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APPENDIX

GLOSSARY

Chi Square: a test of statistical significance which is used to determine whether variables are independent or related and to also determine the extent to which the relationship is systematic and is not just occuring by chance.

Cleaning: a method by which the data is systematically examined to identify and eliminate inappropriate codes and wild punches (key punching errors).

Coding: a method of transforming information from the interview schedule into a numerical scheme for purposes of data analysis. The codes are subsequently key punched onto a computer card and fed into the computer for analysis.

Community Agency/ Service: all health, social, legal and financial services available in a community and organized under public or voluntary auspices. The services may operate with or without paid staff, and may or may not charge the user for services rendered.

Cross Tabulations: a joint frequency distribution of cases according to two or more classificatory variables. The cross tabulations allow for statistical analysis using a test of significance such as the chi-square test.

Data: the information gathered in the study. In this project it consists of information gathered from the 846 interviews.

Dependent Variable: the outcome or determined condition in a relationship between two or more variables.

Disability: the requirement for assistance or the inability to carry out activities related to day to day living (i.e., housework, meal preparation.)

Frail: reports of three or more disabilities was the basis for defining a person as frail.

Frequencies: descriptive statistics used to organize data. The information is divided into variable categories or intervals and the number of cases in each category is known as the 'frequency' for that variable. The relative frequency is calculated by computing the percentage represented by the number of cases in each variable category.

Friendly Visiting: a community service wherein the individual receives personal visits from another person. This service may be organized under public or voluntary auspices and its purpose is to provide seniors with friendly contact.

G.I.S.: Guaranteed Income Supplement - a federal government supplement given to seniors to ensure that their income is at a specified level.

GAINS-A: Ontario provincial income supplement for senior citizens.

Health Care System: family physicians, specialists, hospitalizations, nursing home or rehabilitation centres.

Home Care: a program of visiting health care services to people in their own homes who meet eligibility criteria as established by the Ontario Ministry of Health.

Independent Variables: the determining condition in a relationship of two or more variables.

Institutional Settings: nursing homes, homes for the aged, chronic care units in general hospitals or chronic care hospitals, special care facilities and mental health facilities.

Instrument: the tool used to gather data; in this case the tool was an interview schedule.

Interfering Health Conditions: health conditions identified by a physician which the respondents consider to interfere with their day to day activities.

Interview Schedule: the questionnaire used by the interviewer to ask questions and record information.

Leisure Activity: an activity which a person participates in by choice and of their own volition; includes recreational activities, hobbies, volunteer work, etc.

Mean ($\bar{X}$): the sum of all the observations divided by the number of observations.

Missing Observations: instances in which the information is not available for a particular question.

Multiple Response: a procedure done on the computer with the use of SPSS whereby a analysis can be done of questions to which the respondents might legitimately make more than one reply.

OARS ADL Scale: specific questions developed for OARS (Older American Resources and Service Program of the Duke University Centre for the Study of Aging and Human Development). The ADL Scale measures the ability of respondents to carry out the activities of daily living (ADLS), (i.e., use of the telephone and meal preparation).

Old Age Security Data Base: a complete listing of all persons aged 62+ who receive the Old Age Security Pension and the Spouse's Allowance.

Paid Help: distinguished from a community service in that it is assistance received which is not organized under public auspices as a service. It is all other assistance for which a fee is paid.

Personal Care Activities: activities such as bathing, dressing and getting in and out of bed.

Pretest: the testing of a research instrument such as a questionnaire or interview schedule prior to actually administering it for a study. The purpose of a pretest is to see how the instrument actually works in the field. The extent to which the questions are understood and the ease with which the instrument is administered is examined.

Previously Married: individuals who were married but are not presently married due to being widowed, divorced or separated.

Random Sample: a process for sample selection in which every element in the population is given an equal chance of being picked.

Represenativeness: the degree to which the study sample represents the population at large. Specific characteristics such as sex and age can be compared to determine the representativeness.

S.D.: a statistic which measures the scatter of a set of data and indicates the extent to which the responses vary around the mean.

SPSS: Statistical Package for the Social Sciences is a system of computer programs for the purpose of data analysis.

Sample: part of the population at large, selected for study.

Sample Frame: the base from which a sample is drawn, i.e., list of names.

Significant Differences: determined through a statistical procedure to establish that the relationship between variables did not occur by chance.

Single: persons who have never been married or are not living common-law.

Social Contacts: visits with friends and family or in person.

Socio-Economic: characteristics frequently used to measure social status such as educational level or income.

Stratified Sample: a sample procedure whereby all individuals are divided into groups or categories (in the case of this study it was communities) and then an independent sample is selected within each group or stratum.)

Supportive Housing Arrangements: a housing arrangement in which some supportive services are available, such as meals, house cleaning.

Tau: Kendal's Tau: a statistic used to measure the association among ordinal data. It summarizes the relationship between variables.

Variable: refers to a particular characteristic of the sample being considered.

Volunteer: a person who gives his/her time to a particular cause or organization without pay.

REFERENCES

Carter, Novia, Volunteers: The Untapped Potential. Ottawa: The Canadian Council on Social Development, 1975.